

OBSERVATION REPORT #57

KPMG observed missing DUF records for usage and conversation time.

Issue 57.1

KPMG was billed for usage on telephone numbers that did not generate usage for the indicated period.

#	Bill Number	Bill Date	Telephone Number	Usage Appearing on the Bill
1	508 Q05-0135 135	1/31/00	617-696-6394	Local usage - \$0.03 Phonesmart (*69) - \$0.41
2	508 Q05-0135 135	1/31/00	413-564-8302	Local usage - \$0.12
3	508 Q05-0135 135	1/31/00	617-357-0572	Local usage - \$0.02
4	508 Q05-0136 136	2/15/00	617-926-8293	Local usage - \$0.03
5	508 Q05-0135 135	12/31/99	617-372-8517	Local usage - \$0.09
6	508 Q05-0135 135	12/31/99	781-721-4979 ¹	Local usage - \$1.24

Issue 57.2

Conversation time was not populated on the associated DUF records for billed third party and collect calls, preventing KPMG from correctly calculating total usage charges for a particular telephone number.

Following are examples of the discrepancies between expected and actual usage charges that appear on the bill:

Item No.	Bill Number	Bill Date	Telephone No.
1.	508 Q05-0135 135	12/31/99	413-564-8305
2.	508 Q05-0135 135	12/31/99	617-372-8479
3.	508 Q05-0135 135	12/31/99	781-292-9643

The table below outlines information about these calls to identify in the DUF records:

Category	Group	Record Type	Date of Record	From Number	To Number	Billing Number	Connect Time Hour	Connect Time Minute	Connect Time Second
01	01	01	12/15/99	4135648302	4134437171	4135648305	9	20	58
01	01	31	12/17/99	4135648306	4135648305	4135648305	9	41	44
01	01	31	12/17/99	4135648313	4137335131	4135648305	11	15	30

¹ For this telephone number, KPMG is aware that 5 bill to third party/collect calls were billed to this account. However, because these calls were billed to third party/collect calls, they were not expected to appear in the local calling charges section of the bill - typically, they are billed in the "Itemized Calls" bill section. Consequently, the presence of these calls would not explain why local usage charges for this telephone number appear when no such charges were expected.

Category	Group	Record Type	Date of Record	From Number	To Number	Billing Number	Connect Time Hour	Connect Time Minute	Connect Time Second
01	01	31	12/16/99	4135648302	4135648305	4135648305	10	1	5
01	01	31	12/15/99	4135648306	4135648305	4135648305	13	25	30
01	01	31	12/17/99	6173728512	6173728479	6173728479	12	56	51
01	01	31	12/17/99	6173728510	6173728479	6173728479	9	21	1
01	01	31	12/17/99	6173728510	6176621267	6173728479	10	18	27
01	01	31	12/14/99	6173728478	6173728479	6173728479	14	53	26
01	01	31	12/14/99	6173728510	6173728479	6173728479	10	31	20
01	01	31	12/16/99	7812929672	7814557559	7812929643	11	49	29
01	01	31	12/16/99	7812929672	7812929643	7812929643	10	11	8
01	01	31	12/14/99	7812929642	7812929643	7812929643	10	59	13
01	01	31	12/15/99	7812929642	7812929643	7812929643	9	48	17

Assessment

If usage or conversation time are not provided in DUF records, CLECs cannot validate usage charges appearing on their bills. Consequently, CLECs may have difficulty billing their end-users appropriately.